

CALIFORNIA

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2002

Total Number of Fraud and Identity Theft Complaints from California Consumers = 57,646



Fraud Complaints from California Consumers = 26,908

Top Fraud Complaint Categories for California Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	6,725	25%
2	Internet Services and Computer Complaints	3,343	12%
3	Shop-at-Home/Catalog Sales	2,471	9%
4	Advance-Fee Loans and Credit Protection/Repair	2,315	9%
5	Prizes/Sweepstakes and Lotteries	2,194	8%

¹Percentages are based on the total number of fraud complaints from California consumers (26,908).

Amount Paid Reported by California Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
26,908	\$40,185,179	21,650	80%	\$1,856

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by California consumers (21,650). One consumer reported an amount paid of over \$1.5 million.

Top California Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Los Angeles	1,515
San Diego	1,151
San Francisco	1,116
San Jose	794
Sacramento	512



Identity Theft Complaints from California Victims = 30,738

Identity Theft Types Reported by California Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	12,066	39%
2	Phone or Utilities Fraud	6,979	23%
3	Bank Fraud	5,530	18%
4	Employment-Related Fraud	3,674	12%
5	Government Documents or Benefits Fraud	2,683	9%
6	Loan Fraud	1,803	6%
	Other	4,647	15%
	Attempted Identity Theft	2,481	8%

¹Percentages are based on the 30,738 victims reporting from California. Percentages add to more than 100 because approximately 23% of victims from California reported experiencing more than one type of identity theft.

Top California Identity Theft Victim Locations

Victim City	No. of Victims
Los Angeles	2,609
San Diego	1,021
San Francisco	1,003
Sacramento	693
San Jose	626